



JOB DESCRIPTION

1. IDENTIFICATION		
1.1	Job Title	Cashier/Receptionists Amref Medical Centre
1.2	Reporting to	Accountant
1.3	Project/Programme	Amref Health Innovation – Amref Medical Centre
1.4	Positions	3
1.5	Duration	2 years
1.6	Physical Location	Nairobi

The **Amref Medical Centre** was established 30 years ago, as a staff clinic. It opened its doors to the general public 10 years ago. The facility is equipped with an ISO 15189:2012 certified laboratory (Amref Central Laboratory), and in-house pharmacy. Learn more about the facility at <https://amc.amref.org/>

2. Main Purpose of the Job

The main purpose of this role is to ensure correct and prompt registration and charging of all patients and clients seeking services from the Amref Medical Centre.

3. Principal Responsibilities

KEY AREA	ACTIVITIES
Collection of Revenue	<ul style="list-style-type: none"> • The cashier is tasked with receiving payments from clients through the facilities approved payment platforms. • Issuing official receipts for all cash transactions • Collect revenue by recording financial information; collect charges for services; and record third party claims. • Generating invoices for relevant clients e.g. insured clients seeking services. • Enforce credit policies. • Understand insurance packages and make necessary documents available to insurance agents when the need arises. • Ensure appropriate insurance guidelines are followed when providing services to clients e.g. verification of identity, running smart cards appropriately. Deposit cheques and/or cash to approved bank accounts and maintain appropriate supporting documents.

Documentation	<ul style="list-style-type: none"> • Responsible for documenting revenues received by ensuring correct receipting or invoicing as per the transaction being performed. • Responsible for compiling and reporting the revenue collected at the end of each business day, using approved reporting templates. • Maintain an up-to-date inventory of all facility inventory related to the cashier duties e.g. PDQ machines, mobile phones used to verify customer payments, sufficient stationery needed to run the office. • Managing patients' health data and other personal information, and maintain confidentiality of said data. • Maintain relevant databases and filing systems. • Maintain petty cash logs, • Ensure documentation to support submission of insurance claims is in place
Administration and Operations	<ul style="list-style-type: none"> • Undertake daily administrative tasks to ensure the functionality and coordination of the facility • Ensure all financial activities meet standards set forth in organizational policies and protocols • Give appointments to patients who want to see the doctor and inform the doctor of their arrival • Ensure that the clinic is opened at the appropriate time directed by the doctor and supervise cleaning of the clinic to create a clean and healthy environment
Customer Service	<ul style="list-style-type: none"> • Provide clear information to clients regarding services at the Amref Medical Centre, • Provide timely feedback to clients to ensure high customer satisfaction. • Provide support during evacuation of patients from the facility e.g. calling insurance company, contacting appropriate evacuation service etc. in collaboration with clinical team. • Inform patients when test results have been confirmed

4. Required Qualifications, skills and experience

a. Education and knowledge:

- Diploma in front office operations or its equivalent
- Knowledge of office management systems and procedures
- Proficiency in MS Office (MS Excel and MS Word)
- Excellent time management skills and the ability to prioritize work
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong organizational skills with the ability to multi-task
- Experience in and understanding of basic financial management.

b. Experience:

- At least (3) three years of relevant work experience as a cashier preferably in a hospital setting.

c. Skills & Competences

- Integrity,
- High level of Confidentiality,
- Willing to learn new skills,
- Reliability,
- Attention to detail
- Excellent communication skills
- Willing to collaborate with team members.

How to apply

Interested? Please visit our website www.amref.org to view the full JD. You will be directed to our online portal where you will need to create an account successfully in order for you to be able to submit your application. **Deadline for submission: 13 August 2021.** Please note that only shortlisted candidates will be contacted.

Duly note that Amref Health Africa in Kenya does not require applicants to pay any money at whatever stage of the recruitment and selection process and have not retained any agent in connection with recruitment.

Amref Health Africa in Kenya is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Amref is an equal opportunity employer and has a non-smoking.